

Norstar Tech Tips

Is it difficult to see the display on your M7310 or M7324? Try pressing 'Features', then '*' then '7'. Then choose the contrast level you desire.

Want to know how long you've been on hold? The Norstar can help with a feature called: Call Duration Timer. To access it simply press 'Feature' then press '77'. For internal calls this shows how long you've been connected. For external calls timing begins approximately ten seconds after you dial the last digit in the phone number.

Self Test: [Feature] *0 Button test (Most buttons)

[Feature] *80 Ring volume select (Tests speaker and volume buttons)

Norstar 308, 616, 824, CICS, and MICS Time Set

On Compact 308 and Compact 616 programming can be done from an M7208 telephone, all other newer systems require the use of an M7310 or M7324 telephone for programming. Cut out the overlay below and follow the 8 steps.

1. When on hook dial "(FEATURE) ** 23646".
2. Dial password, default is 23646 "23646".
3. If password is entered correctly, display will read "sys speed dial" Press "Next" until the display reads "Time" (or "Time&Date").
4. Press "Show".
5. Press the button under the word "Change" shown on the telephone's display.
6. Enter two digit hour "HH".
7. Press "Next" button, display reads "Minutes:", press "Change".
8. Enter two digit minutes "MM".
9. Press the yellow/orange "RIs" button on your phone and you're done.

Norstar Feature Codes	
**CONFIG	NORSTAR CONFIGURATION PROGRAMMING (INSTALLER)
**SCPLUS	NORSTAR SYSTEM COORDINATOR PLUS PROGRAMMING (CICS AND MICS 2.0+)
**ADMIN	NORSTAR ADMINISTRATIVE PROGRAMMING (SYS Coordinator)
**BASIC	NORSTAR BASIC PROGRAMMING (CICS AND MICS 3.0+)
**SET	NORSTAR SET PROFILE
**LINE	NORSTAR LINE PROFILE

**USER	NORSTAR USER PREFERENCES (CICS AND MISC 2.0+)
**TIME	NORSTAR TIME AND DATE (CICS AND MICS 2.0+)
*0	BUTTON INQUIRY
*1	FEATURE KEY EXTERNAL AUTODIAL
*2	FEATURE KEY INTERNAL AUTODIAL
*3	FEATURE KEY PROGRAMMING
*4	PERSONNEL SPEED DIAL
*501	SELECT ENGLISH
*502	SELECT FRENCH
*503	SELECT SPANISH
*6	RING TYPE
*7	DISPLAY CONTRAST ADJUST
*80	RING VOLUME ADJUST
*81	MOVE LINE KEYS
*82	DIAL MODES
*831	AA ON/OFF (CICS)
*832	CCR ON/OFF (CICS)
*833	AA/CCR RECORDING MAINTENANCE (CICS)
*84	AUTO LOG OPTIONS
*85	CALL LOG PASSWORD
*89	PROGRAMMED RELEASE
*9	RUN/STOP
0	SYSTEM SPEED DIAL
1	SEND MESSAGE
#1	SEND MESSAGE CANCEL
2	RING AGAIN
#2	RING AGAIN CANCEL
3	CONFERENCE / TRANSFER
#3	CONFERENCE SPLIT
4	CALL FORWARD
#4	CALL FORWARD CANCEL
5	LAST NUMBER REDIAL
60	PAGE GENERAL
61	X PAGE INTERNAL ZONE (1-6)
62	PAGE EXTERNAL

63	X PAGE INTERNAL ZONE (1-6) PLUS EXTERNAL
64	LINE POOLS
65	MESSAGE REPLY
#65	MESSAGE REPLY CANCEL
66	VOICE CALL
67	SAVED NUMBER
68	RESTRICTION COS OVERRIDE
69	PRIORITY CALL
70	CALL TRANSFER (BLIND)
71	LINK (HOOK FLASH)
72	TIMED RELEASE
74	CALL PARK
75	GROUP CALL PICKUP
76	DIRECTED CALL PICKUP
77	CALL DURATION TIMER
78	PAUSE
79	EXCLUSIVE HOLD
800	TRUNK ANSWER
801	CALL QUEUING
802	GROUP LISTENING
803	SHOW TIME
804	WAIT FOR DIAL TONE
805	TEST SETS (2.0)
806	HIDE DISPLAY
808	LONG TONES
810	MAKE BUSY
811	CALL INFORMATION
812	ENTER CALL LOG
813	LOG IT
815	AUTO BUMPING
817	IRAD TRANSFER (CICS ONLY)
819	OUTGOING NAME AND NUMBER BLOCKING (4.1)
#819	CANCEL OUTGOING NAME AND NUMBER BLOCKING
82	CAMP ON
83	PRIVACY CONTROL

84	LINE REDIRECTION
#84	CANCEL LINE REDIRECTION
85	DO NOT DISTURB
#85	CANCEL DO NOT DISTURB
86	BACK GROUND MUSIC
#86	CANCEL BACKGROUND MUSIC
87	SERVICE MODES (DR-3,4,5)
#87	CANCEL SERVICE MODES
870	SHOW SERVICE MODES (CICS)
871	EXTENDED RINGING (ICS)
#871	CANCEL EXTENDED RINGING
872	ALTERNATIVE RESTRICTIONS
#872	CANCEL ALTERNATIVE RESTRICTIONS
873	ALTERNATIVE ROUTING
#873	CANCEL ALTERNATIVE ROUTING
88	VOICE CALL DENY
#88	CANCEL VOICE CALL DENY
9**	RAD PROGRAMMING (RAD 2, FASTRAD)
9*0	RAD TRANSFER (ALL BUT CICS IRAD'S)
9*1	CHECK FEATURE CODES FOR VOICE MAIL
9*3	LOGGER TIME STAMP
9*4	NORSTAR DOOR PHONE PROGRAMMING
9*5	FLASH LOW RANGE CHECK FEATURE CODES
9*7	ACD ADMIN MAINTENANCE SESSION
9*9	VOICE MAIL INTERFACE (VMI) CODES
901	ACD LOGIN
902	ACD UNAVAILABLE
903	VOICE MAIL HIGH/LOW RANGE SELECTION (DISABLED AFTER USE)
903	ACD CANCEL WRAP
904	ACD HELP
904	FLASH ACD LOW RANGE LOGIN/OUT
905	ACD CATEGORIZE
905	FLASH LOW RANGE DN IDENTIFIER
906	ACD RECORD CALL

906	FLASH LOW RANGE VM TRANSFER
907	FLASH LOW RANGE VM INTERRUPT
908	STAR TEXT (OBSOLETE)
908	FLASH ACD LOW RANGE BUSY MODE
909	ACD ANN. MAINTENANCE
909	FLASH ACD LOW RANGE QUEUE STATUS
910	FLASH LOW RANGE LEAVE MESSAGE
911	FLASH LOW RANGE OPEN MAILBOX
912	FLASH LOW RANGE OPERATOR CONTROL
913	ACD CALLS QUEUED
913	FLASH LOW RANGE SYSTEM ADMIN LOGIN
915	NORSTAR VOICE MAIL 2ND LEVEL ACCESS
920	ACD ADMIN SESSION
921	ACD ROUTING SESSION DAY/NIGHT
922	ACD ADMIN STATISTICS SESSION
923	ACD GROUP STATISTICS SESSION
960	DIAL BY NAME (CINTECH NSVM OPTION)
961	DIAL BY NAME ADMIN (PSWD=1234)
980	VM SEND MSG TO ANOTHER MAILBOX
981	VM LOG INT MAILBOX
982	VM OPERATOR STATUS PSWD
983	VM ADMIN PROGRAMMING
983	VM SOFTWARE LEVEL (LOGIN THEN OPTION 9)
984	VM TIME AND DATE
984	AUTO FORWARD TO VMAIL(NSVM4.0
984	FLASH ACD LOGIN/OUT
985	VOICE MAIL DN INQUIRY
985	RESET VM ADMIN PSWD
986	VOICE MAIL TRANSFER
987	VOICE MAIL INTERRUPT
988	VOICE ACTIVATED NAME DIALING (NSVM 4.0)
988	FLASH ACD BUSY MODE
989	RECORD CALL (NSVM 4.0)
989	FLASH ACD QUEUE STATUS

Norstar Programming overlay

The overlay is placed over all of the 8 buttons on the M7208 and on the M7310, M7324 over the top 4 buttons.

This one is for the M7208 set

This one is for the M7310 & M7324



Entering Administration for the 308,616 and 824 control units.

Administration access code: **Feature * * 2 3 6 4 6** which also is **Feature * * A D M I N**. If asked for a password enter the same **2 3 6 4 6**. To get out of programming, just press the release button (RLS). Programming is easier using the M7310 set.

For the ICS and 0x32 control unit

Feature * * 2 6 6 3 4 4 which is **C O N F I G**. Password is **2 3 6 4 6** which is **A D M I N**.

When in programming just press the (next) button until you see what you want to change. Then press (show), then (change) if you want to change it. If you pass it, just press (back)

Example: To change the Time & Date Press (next) until you see Time & Date. Then (show) Then (change) Then (change) again, change it if you need to, Then (next) again until you see what you need to change. For example; only the hour needs to be changed for day light savings time. Just press (next) until you come to the (Hour). Then Change it. Then press release (RLS) when you're done.

We hope this will help you by not having to call in a service technician to make simple changes on your Norstar system.

Feature Code Quick Reference

All the Feature with out the * can be programmed to a button using Feature * 3

FEATURE	* 0	BUTTON INQUIRY (FOR BUTTONS THAT AREN'T MARKED)
FEATURE	* 1	PROGRAMMING OUTSIDE AUTODIAL ONTO A MEMORY BUTTON
FEATURE	* 2	PROGRAMMING INSIDE AUTODIAL ONTO A MEMORY BUTTON
FEATURE	* 3	PROGRAMMING A FEATURE TO A MEMORY BUTTON
FEATURE	* 4	PROGRAMMING PERSONAL SPEED DIAL
FEATURE	* 501	ENGLISH LANGUAGE
FEATURE	* 502	ALTERNATE LANGUAGE
FEATURE	* 6	RING TYPE
FEATURE	* 7	CONTRAST ADJUSTMENT (ON THE LCD DISPLAY)
FEATURE	* 80	RING VOLUME ADJUSTMENT
FEATURE	0	SPEED DIAL
FEATURE	1	SEND MESSAGE (TO CANCEL PRESS FEATURE # 1)
FEATURE	2	RING AGAIN (TO CANCEL PRESS FEATURE # 2)
FEATURE	3	CONFERENCE
FEATURE	4	CALL FORWARD TO ANOTHER EXTENSION (TO CANCEL PRESS FEATURE # 4)
FEATURE	5	LAST NUMBER REDIAL
FEATURE	60	PAGE GENERAL
FEATURE	61	PAGE TO INTERNAL PAGE ZONE
FEATURE	62	PAGE EXTERNAL
FEATURE	63	PAGE TO A PAGE ZONE AND EXTERNAL PAGE
FEATURE	64	LINE POOL (TO PROGRAM A LINE POOL TO A BUTTON)
FEATURE	65	REPLY TO MESSAGE (TO CANCEL PRESS FEATURE # 65)
FEATURE	66	VOICE CALL (TO PAGE 1 EXTENSION)
FEATURE	67	SAVE NUMBER REDIAL

FEATURE	69	PRIORITY CALL
FEATURE	70	TRANSFER
FEATURE	71	LINK (FLASH)
FEATURE	72	TIMED RELEASE
FEATURE	74	CALL PARK
FEATURE	75	CALL PICKUP
FEATURE	77	CALL DURATION TIMER
FEATURE	79	EXCLUSIVE HOLD
FEATURE	85	DO NOT DISTURB (TO CANCEL PRESS FEATURE # 85)
FEATURE	86	BACKGROUND MUSIC (TO CANCEL PRESS FEATURE # 86)
FEATURE	87	NIGHT SERVICE (TO CANCEL PRESS FEATURE # 87)
FEATURE	88	VOICE CALL DENY (TO CANCEL PRESS FEATURE # 88)

Voice Mail Feature Codes

FEATURE	981	TO OPEN YOUR MAIL BOX (DEFAULT PASSWORD 0 0 0 0)
FEATURE	980	TO LEAVE A MESSAGE IN ANOTHER MAIL BOX
FEATURE	986	TO TRANSFER A CALL TO ANOTHER MAIL BOX
FEATURE	987	TO INTERRUPT A CALLER IN YOUR MAIL BOX

NORSTAR Line Appearance

You can move external lines to different buttons on your telephone with feature *81. The only buttons on which you cannot locate an external line are Handsfree/Mute, Intercom and Answer. To move a line use the following three steps:

1. Press Feature *81.
2. Press the button you want to move the line from.
3. Press the button indicating where you want to move the line.

Change the ring status on individual phones:

All the menus are controlled by the four top "line buttons". Therefore, Line 1 is button 1, Line 2 is button 2, Time / Call Fwd is button 3 and Last No. is button 4. Button 1 is called HEADING, Button 2 is BACK, Button 3 is SHOW and Button 4 is NEXT.

To enter Configuration press:

FEATURE * * 266344xxxx

To change the ringing feature on a particular telephone set (so it rings when Line X rings), enter configuration mode as stated above. The LCD display should say A. Configuration and SHOW, NEXT and BACK should be lit. At this point, press:

SHOW, NEXT, SHOW. Enter the telephone set number to program (i.e. 241). Press NEXT, NEXT (you should see RINGING on the LCD), SHOW. The LCD should now say LINE 01: No Ring. Press the change button (right most button immediately under LCD, so the LCD says Line 01: Ring). Press NEXT and repeat on all the phone lines. To exit, press RELEASE.

To enter the more basic Admin menu, press:

FEATURE * * 23646xxxx

To change the display name on a particular phone set, press NEXT, SHOW, SHOW, the set number (i.e. 241). At this point, the LCD will show the current name. To change it, press the change button. Names are entered off the keypad (i.e. - to get a C, press 2 three time). To save the change, press NEXT. To exit, press RELEASE.